



Agenda Item

Orange City Council

Item #: 3.7.

8/25/2026

File #: 26-0485

TO: Honorable Mayor and Members of the City Council

THRU: Jarad Hildenbrand, City Manager

FROM: Steven Scardina, Information Technology Manager

1. SUBJECT

Agreement with Intratek Computer, Inc. for desktop support services

2. SUMMARY

The City has contracted for desktop support services since 2019. Following a competitive Request for Proposals process, staff recommends awarding a three-year agreement to Intratek Computer, Inc. for two full-time, on-site desktop support positions. The proposed authorization also includes three months of services provided from July 1 through September 30, 2026, to maintain continuity of service during completion of the procurement and contract process.

3. RECOMMENDED ACTION

Approve the agreement with Intratek Computer, Inc. in the amount of \$818,732.98 (\$756,652 for three years and \$62,080.98 for three months) for desktop support services; and authorize the Mayor and City Clerk to execute on behalf of the City.

4. FISCAL IMPACT

The total proposed authorization is \$818,732.98, consisting of \$756,652 for the three-year agreement beginning October 1, 2026, and \$62,080.98 for services from July 1 through September 30, 2026.

Funding is available in the General Fund (100):

100-1601-55999 - Other Professional/Technical Services

The amount applicable to Fiscal Year 2026-27 is \$245,681.

5. STRATEGIC PLAN GOALS

Goal 5: Improve Infrastructure, Mobility, and Technology

6. DISCUSSION AND BACKGROUND

On August 13, 2019, the City Council approved an agreement with Intratek Computer, Inc. for help desk and desktop support services following a competitive Request for Proposals (RFP) process. Intratek has continued to provide these services to the City, although the contracted help desk position was eliminated in July 2025 due to budget considerations.

On June 4, 2026, the City issued RFP 25-26.24 for desktop support services consisting of two full-

time, on-site positions. The City received 12 proposals, which were evaluated based on the criteria established in the RFP, including qualifications, experience and references, approach to the scope of work, and pricing.

Following the evaluation process, Intratek received the highest overall ranking. While Intratek was not the lowest-cost proposer, its proposal demonstrated strong technical qualifications, experienced personnel, extensive local government experience, strong references, and a clear understanding of the City's operational and technology requirements. In addition, Intratek's existing familiarity with the City's technology environment, systems, and operations will provide continuity of service and minimize transition-related disruption and risk. Based on the combination of technical qualifications, experience, cost, and continuity of service, staff determined that Intratek provides the best overall value to the City.

The three highest-ranked respondents were:

Rank	Respondent	Pricing
1	Intratek Computer, Inc.	\$756,652
2	Acorn IT Services	\$673,204
3	SDI Presence LLC	\$983,811

The proposed agreement with Intratek is for a three-year term beginning October 1, 2026, and ending September 30, 2029, at a cost of \$756,652. The proposed authorization also includes \$62,080.98 for desktop support services from July 1 through September 30, 2026, which maintained continuity of service while the RFP evaluation and contract negotiations were completed. The total proposed authorization is \$818,732.98.

The agreement also provides for two optional one-year extensions, with year four totaling \$267,500 and year five totaling \$275,525.

Staff recommends approval of the agreement with Intratek Computer, Inc.

7. ATTACHMENTS

- Agreement with Intratek Computer, Inc.